

Claim(s)

1. A computer implemented method of assigning each of two or more
2 intelligent agents to one of a plurality of mutually exclusive groups of
3 tasks, the method comprising the steps of:
4 receiving data assessing at least two user assessment variables for
5 each of said plurality of tasks; *C-2 Lines 62-64 1-24*
6 performing multivariate analysis on said data to derive from said
7 plurality of tasks at least as many mutually exclusive clusters of tasks as
8 there are intelligent agents to assign;
9 storing in a computer system an association linking each of said
10 intelligent agents with one of said mutually exclusive clusters.
- 11 2. The method of claim 1, further comprising the step of:
12 transforming said multivariate data to eliminate individual
13 respondent differences.

- 1 3. The method of claim 2 further comprising the step of:
 - 2 performing univariate analysis on each of said assessment variables
 - 3 to validate cluster derivation.
- 4 4. The method of claim 1, wherein said intelligent agents include a
5 first "wizard" agent applicable to infrequent, difficult tasks and a second
6 "guide" applicable to frequent tasks, and wherein the multivariate analysis
7 step comprises the steps of:
 - 8 separating said tasks into two groups based on a frequency variable;
 - 9 performing multivariate statistical analysis on said two groups to
10 determine whether the groupings are statistically distinct;

11 if not distinct, creating an additional group and performing said
12 multivariate analysis again until a statistically distinct set of groups is
13 found.

- M&A B2*
- 1 5. A system for storing an association between each of two or more
 - 2 intelligent agents and one of a plurality of mutually exclusive groups of
 - 3 computer implemented tasks, the system having a processor means,
 - 4 storage means and input/output means, the system comprising:
 - 5 means for receiving data assessing at least two user assessment
 - 6 variables for each of said tasks;
 - 7 means for performing multivariate statistical analyses on said data
 - 8 to determine at least as many statistically distinct groups of tasks as there
 - 9 are intelligent agents to assign;
 - 10 means for storing in said storage means an association linking each
 - 11 of said intelligent agents with one of said statistically distinct clusters.
 - 1 6. The system of claim 5, further comprising:
 - 2 means for transforming said multivariate data to eliminate individual
 - 3 respondent differences; and

4 means for performing univariate analyses on each of said
5 assessment variables to validate cluster groupings.

1
2
3
4
5
6
7. The system of claim 5, wherein said intelligent agents include a first
“wizard” agent applicable to infrequent, difficult tasks and a second
“guide” applicable to frequent tasks, and wherein the means for
performing multivariate analysis comprises:

5 means for separating said tasks into two groups based on a
6 frequency variable;

7 means for performing multivariate statistical analysis on said two
8 groups to determine whether the groupings are statistically distinct;

9 if not distinct, means for creating an additional group and means for
10 performing said multivariate analysis again until a statistically distinct set
11 of groups is found.

1
8. A computer program product having a computer readable medium

2 having computer program logic recorded thereon for associating each of
3 two or more intelligent agents with one of a plurality of mutually exclusive
4 groups of computer implemented tasks, said computer program product
5 comprising:

6 computer program product means having computer readable means
7 for receiving data assessing at least two user assessment variables for each
8 of said tasks;

9 computer program product means having computer readable means
10 for performing multivariate statistical analyses on said data to determine at
11 least as many statistically distinct groups of tasks as there are intelligent
12 agents to assign;

13 computer program product means having computer readable means
14 for storing in said storage means an association linking each of said
15 intelligent agents with one of said statistically distinct clusters.

1 9. The computer program product of claim 8, further comprising:
2 computer program product means having computer readable means
3 for transforming said multivariate data to eliminate individual respondent

4 differences; and

5 computer program product means having computer readable means

6 for performing univariate analyses on each of said assessment variables to

7 validate cluster groupings.